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EX PARTE OR LATE FILED

March 12, 1998

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

EX PARTE

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M St., N.W.
Washington D.C. 20554

RE: CC Docket No. 94-129 - In the Matter of the Subscriber Carrier Selection Changes
Provisions of the Telecommunications Act of 1996; Policies and Rules Concerning
Unauthorized Changes of Consumers' Long Distance Carriers

Dear Ms. Salas:

On March 11, 1998 Stephen Melnikoff and the undersigned of SBC met with Mr. Robert Spangler and Sharon Lee of the Enforcement Division of the Common Carrier Bureau. The attached document provides a summary of the discussion.

In accordance with 47 C.F.R. 1.1206(a)(1) of the Commission's Rules, the original of this letter and one copy are being filed with your office. Acknowledgment and the date of receipt are requested. A duplicate of this letter is included for this purpose.

Sincerely,

Attachment

CC: Mr. Robert Spangler
Ms. Sharon Lee

No. of Copies rec'd 011
List ABCDE

SWBT'S ANTI-SLAMMING INITIATIVE

IN 1997 SLAMMING INCREASED 50% IN SWBT'S FIVE STATES (558,000 COMPLAINTS)

SWBT BELIEVES CONSUMERS HAVE THE RIGHT TO CHOOSE THEIR TELECOMMUNICATIONS PROVIDERS

SWBT BELIEVES CONSUMERS HAVE THE RIGHT TO PROTECT THEIR CHOICES

SWBT WILL CONTINUE ITS EFFORTS TO EDUCATE CUSTOMERS ON HOW TO PREVENT SLAMMING

SWBT WILL CONTINUE TO WORK WITH STATE AND FEDERAL COMMISSIONS, LEGISLATORS AND CONSUMER GROUPS

ENFORCEMENT AND PREVENTION IS NEEDED

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SWBT'S CUSTOMER CHOICE PROTECTION OPTION
WHAT IS IT? --- HOW DOES IT WORK?

A PREVENTIVE MEASURE – CUSTOMER DOESN'T GET SLAMMED IN THE FIRST PLACE

AN OPTION OFFERED TO CUSTOMERS THAT WANT THEIR ACCOUNT PROTECTED FROM SLAMMING

SWBT WILL MARK ACCOUNT SO THAT UNAUTHORIZED CHANGES CANNOT BE MADE TO CUSTOMER'S TELECOMMUNICATIONS PROVIDERS

CUSTOMER CAN AUTHORIZE OR REMOVE THE PROTECTION OF ITS LOCAL SERVICE PROVIDER, ITS INTERLATA LONG DISTANCE PROVIDER OR BOTH

SWBT OFFERS THIS OPTION ONLY ON CUSTOMER CONTACTS WHERE THE CUSTOMER IS:

- ESTABLISHING SERVICE (I.E., NEW CONNECTS, MOVES, RECONNECTS
- WHERE CUSTOMER RAISES THE ISSUE OF SLAMMING
- ON CUSTOMER DEMAND (AS HAS BEEN AVAILABLE)

ONLY THE CUSTOMER CAN AUTHORIZE THE PROTECTION OR REMOVE THE PROTECTION FROM ITS ACCOUNT

CUSTOMER MUST COMPLETE THE CUSTOMER CHOICE PROTECTION FORM TO AUTHORIZE THE PROTECTION OR TO REMOVE THE PROTECTION FROM ITS ACCOUNT

SWBT WILL OFFER THIS OPTION TO ITS CUSTOMERS AT NO CHARGE BEGINNING MARCH 18, 1998

SWBT'S CUSTOMER CHOICE PROTECTION OPTION IS COMPETITIVELY NEUTRAL

SWBT PROVIDES OPTION TO RESELLERS, OTHER LOCAL SERVICE PROVIDERS AND IXCS THAT WISH TO OFFER THE PROTECTION TO THEIR CUSTOMERS

SWBT OFFERS THIS OPTION TO RESELLERS, OTHER LOCAL SERVICE PROVIDERS, INTEREXCHANGE CARRIERS AT NO CHARGE

NOTIFICATION LETTERS HAVE BEEN SENT TO ALL LOCAL SERVICE PROVIDERS, AND IXCS

ALL TELECOMMUNICATIONS PROVIDERS AND THEIR CUSTOMERS CAN BENEFIT



CUSTOMER CHOICE PROTECTION FORM

Customer Name: _____ Telephone No. _____
Customer Address: _____
City, State, Zip: _____

Dear Customer:

“Slamming,” or unauthorized changes to a telephone customer’s local or long-distance service, is a significant and growing problem for our customers. Although Southwestern Bell is not responsible for slamming, we have pledged our support for our customers’ right to choose their telecommunications provider and to protect that choice.

This form will help us prevent “slamming” from happening to you, and it will enable you to protect your right to choose a telecommunications provider. By signing and returning this form, you will request that Southwestern Bell Telephone prevent any changes to your account without your written authorization. Southwestern Bell Telephone Company (SWBT) offers you this protection for both local and/or long distance providers.

Southwestern Bell Telephone (SWBT), as your local service provider, will provide you with basic telephone service, access to SWBT Operator Services and Directory Assistance, a basic listing in the Southwestern Bell White Pages Directory, the ability to make 1+ direct dialed in-region intraLATA toll calls, and access to the out-region interLATA long distance provider of your choice all as part of your local service.

Per our conversation, please complete the form below by marking the appropriate entry which corresponds with your request. If we may be of further assistance, please contact us at **1-800-814-8448**.

Check Here To Protect Your Current Choice of Telecommunications Service Provider(s)

I authorize Southwestern Bell Telephone to **PREVENT** any changes to my telephone account without my written permission for:

- ☐ Local Telephone Service - as described above
☐ Long-Distance Service - includes my out-region, interLATA long distance service

Check Here to Remove Previous Requests to Protect Your Account

I authorize Southwestern Bell to **REMOVE ANY PREVIOUS REQUEST TO PROTECT MY ACCOUNT** for:

- ☐ Local Telephone Service - as described above
☐ Long-Distance Service - includes my out-region, interLATA long distance service

Authorized Signature _____ Date: _____

Authorized Name (PRINT) _____

Company Name (For businesses only) _____

Telephone Number(s) _____
(Additional numbers may be attached) _____

**Mail to: Southwestern Bell - Customer Choice Protection, P.O. Box 29010,
San Antonio, TX 78229-0010. Or fax to: (210) 474-6666**

“Notification of Customer Choice Protection - Arkansas, Kansas, Missouri, Oklahoma, Texas”

Date: March 10, 1998

Number: **EA98-**

Contact: Southwestern Bell Telephone Account Manager

Unauthorized changes of interLATA long distance providers continue to be a significant and growing problem in Southwestern Bell Telephone's five-state service territory, with a 50 percent increase in 1997 to 558,000 total complaints. As a result, Southwestern Bell Telephone has programs, policies and procedures in place to address long distance provider slamming. Southwestern Bell Telephone offers customers the opportunity to protect their interLATA long-distance provider from being changed without their written consent and continues its “Hang Up On Slamming” educational initiative.

Given today's environment, with additional choices in local service providers and in the future with intraLATA long distance providers, there is increased customer concern regarding slamming. Customers want not only to choose their telecommunications providers, but also to have the ability to protect those choices. On March 18th, Southwestern Bell Telephone will offer the Customer Choice Protection option to customers who want to protect their interLATA and/or local service providers from being changed without their written consent.

Please note that customers who claim unauthorized changes in interLATA providers will continue to be handled by existing procedures. If you have additional questions, please contact your account manager.

Southwestern Bell Telephone believes our continuing “Hang Up On Slamming” educational campaign and optional Customer Choice Protection will give protection to customers from the fraudulent practice of switching interLATA and/or local service from their preferred telecommunications company without their consent. Our hope is that all telecommunications companies will follow our lead and provide every customer with the ability, if the customer so chooses, to protect their choice of telecommunications providers.

“Notification of Customer Choice Protection - Arkansas, Kansas, Missouri, Oklahoma, Texas”

Date: March 10, 1998

Number: **LSP98-012**

Contact: Southwestern Bell Telephone Account Manager

Unauthorized changes of interLATA long distance providers continue to be a significant and growing problem in Southwestern Bell Telephone's five-state service territory, with a 50 percent increase in 1997 to 558,000 total complaints. As a result, Southwestern Bell Telephone has programs, policies and procedures in place to address long distance provider slamming. Southwestern Bell Telephone offers customers the opportunity to protect their interLATA long-distance provider from being changed without their written consent and continues its “Hang Up On Slamming” educational initiative.

Given today's environment, with additional choices in local service providers and in the future with intraLATA long distance providers, there is increased customer concern regarding slamming. Customers want not only to choose their telecommunications providers, but also to have the ability to protect those choices. On March 18th, Southwestern Bell Telephone will offer the Customer Choice Protection option to customers who want to protect their interLATA and/or local service providers from being changed without their written consent.

Please note that customers who claim unauthorized changes in interLATA providers will continue to be handled by existing procedures. An overview is included to answer any questions you may have regarding the Customer Choice Protection option. If you have additional questions, or want to offer Customer Choice Protection to your customers, please contact your account manager.

Southwestern Bell Telephone believes our continuing “Hang Up On Slamming” educational campaign and optional Customer Choice Protection will give protection to customers from the fraudulent practice of switching interLATA and/or local service from their preferred telecommunications company without their consent. Our hope is that all telecommunications companies will follow our lead and provide every customer with the ability, if the customer so chooses, to protect their choice of telecommunications providers.

A new option is being made available to end users to voluntarily prevent their local service provider from being changed.

The end user may, if they choose, provide written authorization to their current provider to place an indicator on their account to prohibit any change in local service provider.

Once the account has been marked for protection with the RSCP FID, no other provider may convert the account without the end user's written authorization to the current provider to remove the indicator. The indicator must be removed by the current local service provider prior to the account being converted to another local service provider.

Once the indicator has been removed, the account may be converted by another provider.

PROVIDER CONTACT FLOW

PROVIDER - If a provider initiates an EASE request to convert an account and the RSCP FID is present on the account, then EASE will error the CLEC Service Representative back to the initial EASE entry screen with an error message to indicate the account is protected and cannot be converted.

The EASE error message will read:

**E02155 - ACCOUNT CAN'T BE CONVERTED - CONTACT
CURRENT PROVIDER TO REMOVE RSCP FID**

The provider Service Representative should advise the end user:

- The account is protected.
- End user must contact the current provider to request removal of the indicator. This request must be in writing.
- The account cannot be converted until the indicator has been removed by the current provider.

LSC - If the LSC receives a manual request to convert an account and the RSCP FID is present on the account, then EASE will error the LSC Service Representative back to the initial EASE entry screen with an error message to indicate the account is protected and cannot be converted.

- LSC Service Representative will refer the request back to the provider (manual FOC) and advise the account is protected.

i.e., **ORDER CANCELLED - RSCP**

Disputes - Disputes regarding a protected account should be settled between the providers and the end user. LSC will not become involved.

Business Rules -

- The FID may only be placed on an account by the current provider of the account, at the written request of the end user.
- Once the FID is placed on the account, the account cannot be converted to another provider.
- The FID must be removed at the written request of the end user by the current account provider prior to a conversion order being placed on the account by a new provider.

Programming -

- The FID has been referred to EDI /LEX/LAZR for systems programming. Prior to programming, any requests to place or remove

the FID will have to be processed manually. Any requests to convert an account where the FID is present will have to be manually refused.

- EASE will support RSCP effective with implementation.

Additional Information -

For additional information or to begin using this program, contact your local SWB account manager.